



Diploma in \_\_\_\_\_  
**Managing Quality in Higher Education**

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## **PART I: INTRODUCTION AND HISTORICAL CONTEXT**

The world of higher education is undergoing profound and rapid changes. These changes compel educational systems to respond and adjust to ensure that the quality of life in these communities is maintained. These changes emanate from a number of factors among which are explosive growth in knowledge and information, shift towards more information-based services, move towards more global interdependence, greater participation in decision making, and call for greater educational accountability and transparency.

Academic and administrative challenges confronting institutions of higher education are real. In the past, the standard response has been to cut non-basic services and lay off personnel. Consequently, administrators seemed to have become experts in providing quick fixes to problems that don't seem to go away. Module 1 explains why managing for quality is vital in higher education and why current responses to challenges may not be adequate to meet the needs of educational institutions in a rapidly changing world. A new model for quality improvement with proven success is needed that examines each and every process and promotes comprehensive, continued, and permanent reform. Module 2 examines the origins of the quality improvement movement, its development, and future trends. The quest for quality has always been a part of every human endeavour since the beginning of civilisation. It has provided a safeguard against anything that threatens human health and safety and the environment.

